



Library Assistant

DEPARTMENT: Public Services
GRADE: 43
CLASS CODE: LIBASST
FLSA STATUS: Non-Exempt
UNION STATUS: Represented
REVISED DATE: October 25, 2019

Summary: Under direct supervision, performs various circulation, reader advisory, and reference duties in support of community library operations for the Timberland Regional Library.

Reporting Relationships and Team Work: Reports to an Operations Supervisor or Library Manager.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

May be assigned any of the following duties:

1. Processes, sorts, organizes, and shelves library materials. Assists with maintenance of library collections.
2. Performs circulation duties including checking books in/out, processing hold requests, fees for materials, and library card applications.
3. Provides customer service to library patrons in-person, by telephone, or electronically. This includes responding to general and reference inquiries and locating library materials. Conducts reference interviews to determine reader's advisory and information requirements of patrons.
4. Educates and advises patrons in the use of library computers and equipment. Provides troubleshooting assistance in relation to computer/library equipment as required.
5. Understands and clearly explains library rules, policies, and procedures to the public as required and resolves patron issues as needed. May refer patrons, when needed, to other departments for assistance.
6. Maintains assigned library display areas.
7. Performs library opening/closing duties and assists in maintaining library facilities and equipment.
8. In the absence of a supervisor will act as the person in charge.

9. Performs clerical duties including data entry, preparing reports, processing library mail, and ordering supplies. May process/distribute departmental mail; retrieves and delivers mail to post office as required.
10. May provide assistance in monitoring the activities of volunteer and community service workers. May provide training and guidance to new personnel as directed by supervisor.
11. At the direction of a supervisor, may present and/or participate in assigned library programs, including recommending programming and performers. May assist with community outreach.
12. May participate on local and district-wide committees and perform other duties as assigned or required.

Education and Experience:

High School diploma or equivalency preferred. Two years customer service, including one year library experience; or an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State driver's license and an acceptable driving record, OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Must pass and maintain a criminal background check.
- The ability to work evenings and weekends and to adapt to schedule changes on short notice.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

- Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
- Positively reflect TRL's mission, vision, and values to the staff and public.
- Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
- Communicate effectively verbally and in writing.
- Demonstrate quality customer service.
- Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
- Demonstrate a positive attitude and flexibility.
- Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

- Knowledge of basic library terminology, practices, services, processes, policies and procedures.

- Able to process and shelve library materials.
- General office equipment and standard computer software applications.
- Customer service standards and procedures.
- Performing a variety of general clerical library functions.
- Providing backup assistance and performing a variety of basic circulation desk duties.
- Filing numerically and alphabetically.
- Maintaining assigned library materials and equipment.
- Establishing and maintaining effective working relationships with library staff, volunteers, patrons, and the general public.
- Reader advisory and reference methods and techniques.
- Conducting circulation, reader advisory, and reference activities.
- Utilizing library computer systems and databases.
- Community library operations, programs and services.

Technology Requirements:

- Use of office equipment, including but not limited to Personal Computer and related software packages to perform advanced analysis, information retrieval and tracking.
- Keyboard and alpha/numeric data entry skills
- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews)
- Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities

Technology Desired:

- SharePoint

Physical and Environmental Conditions:

- Work is performed in a standard office environment, as well as a library environment and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Must be able to push/pull library carts and lift/carry library materials.
- May be exposed to potentially intimidating and/or unreceptive members of the public.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.